

876503/22/01

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: COMMUNITY RELATIONS ASSISTANT

DEFINITION

Under general direction, to perform journey level professional administrative and public contact work assisting in the development, implementation, and maintenance of City policies and programs concerned with inter-group relations, neighborhood betterment, and community-wide issues and needs; and to do related work as required.

REPORTS TO: Office of Neighborhoods Director

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Office of Neighborhoods Director. Exercises general supervision or lead direction on a project basis over clerical staff as assigned.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Assist in the coordination of a variety of citizen-oriented special projects and activities with City departments and divisions, outside agencies, and the private sector.
- Assist in the implementation of an Asset-Based Community Development (ABCD) effort; connect citizens to their community and local government; develop a sense of ownership and participation by community members; facilitate neighborhood participation in the identification of assets and needs as well as the implementation of viable solutions.
- Assist in nurturing the development of neighborhood associations; coordinate and facilitate neighborhood meetings and neighborhood improvement projects.
- Assist in developing neighborhood benchmarks.
- Assist in coordinating various meetings, forums, conferences, and workshops with City Council, representatives from City departments, outside agencies, and community members to discuss the interrelatedness of neighborhood issues and service provisions.
- Respond to citizen requests for assistance and information on a wide variety of subject matters.
- Provide a wide variety of detailed information to the public concerning programs, activities, and operations of the City, City departments, and other governmental agencies.
- Assist in the development and implementation of appropriate course(s) of action, goals, and/or objectives in neighborhood relations, affirmative action, and minority business affairs.
- Attend meetings of various community groups and neighborhood organizations, as assigned.
- Assume Office of Neighborhoods responsibility in absence of Division Head, as assigned.
- Supervise paid, unpaid, and volunteer workers as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and techniques used in forming neighborhood and community groups.

- Community based networks and the concerns, and needs of neighborhood associations.
- Principles of organizational development and community/neighborhood organizing including Asset Based Community Development.
- Individual and group dynamics.
- Community structures and processes.
- Research techniques, sources, and methods of report presentation.
- Applicable federal, state, and local laws, rules and regulations pertaining to local government operations.
- Personal computer operation and software applications.

Ability to:

- Communicate clearly and concisely, orally and in writing.
- Establish and maintain cooperative and effective relationships with those contacted in the course of work.
- Understand community problems and assist in providing solutions to alleviate problems.
- Employ effective techniques in dispute resolution and mediation.
- Coordinate activities with other divisions and city departments.
- Work a demanding schedule including some night and weekend meetings.
- Operate a personal computer and applicable software programs.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in sociology, social science, or a closely related field. Two years of additional qualifying experience may substitute for two years of education.

Experience: At least two years of experience in the administration and/or delivery of social oriented community based programs having high public contact.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Community Relations Assistant

TO: Office of Neighborhoods Director